

milConnect Overview

<http://milconnect.dmdc.mil>

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Overview of milConnect Site

- Purpose
- How to access
- Users & Login Methods
- Current Functionality
- Who can do What
- Questions





Purpose

- milConnect is an award winning application that allows Service Members and their eligible family members to find answers regarding health care, personnel, and other information from one reliable source when they



- ➡ Centralized location for eligibility, benefit and personnel information
- ➡ Enhanced accessibility to accurate information
 - Available from any computer with internet 24/7
- ➡ Self Service functions
- ➡ View and/or update information in DEERS



How to Access

- SECURELY logon with any one of these methods:
 - Common Access Card (CAC)
 - DFAS (myPay) Username and password
 - DoD Self-Service Login
 - Request online through milConnect
<http://milconnect.dmdc.mil> or directly at
<https://www.dmdc.osd.mil/identitymanagement>



Users & Login Methods

Service Members*



Retirees



Eligible family members – spouses, widow(er)s, children age 18 and over



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What YOU can do with milConnect



- View Status information (grade, rank, etc)
- Update and/or view GAL information
- Update duty organization information
- View most recent Active Duty and Reservist info
- Review, enter and update CEI as required for Guard and Reservists on an annual basis (except for Army

Reserve, Navy, and Coast Guard)

- **Public Page**

- View FAQs
- View important benefit related information
- Click on “quick links”

- **Home Page (after login)**

- Receive important alerts
- Read Service news related to you

- **My Profile**

- Update personal, work, and duty contact information to DEERS
- View personal Information, including: organ donor, relationship to sponsor, gender, dob, DoD ID#

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What YOU can do with milConnect

...cont'd

eCorrespondence

- View, print or save:
 - TRICARE enrollment card
 - Dependent 21/23 letter
 - TRR/ TRS information letter
 - 65 letter



• Health Care

- View medical, pharmacy, dental and other government programs enrollment information
- View Other Health Insurance policies
- View Catastrophic Cap and Deductible claims and fees for the prior year
- View current and historical immunization information for current and separated service members
- Print or Save proof of insurance if currently enrolled in a TRICARE managed program

• Education

- Transfer Education Benefits - Chapter 33
 - Submit requests to transfer education benefits to one or more family members
 - Modify transfer requests that have already been submitted

• Servicemembers' Group Life Insurance

- Review coverage details for SGLI eligibility (except for Marines and Coast Guard)
 - Begin/termination dates, the amount and details on life insurance



Who can do What

	 AD Service Member	 Guard/ Reservists	 Retirees	 Eligible Family Members
View family member info				
Transfer Education Benefits*				
View and Update Civilian Employment Info				
View Most Recent AD and Reservist Info				
View and/ or Update Personnel Info				

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Who can do What

	 AD Service Member	 Guard/ Reservists	 Retirees	 Eligible Family Members
Update Contact Info				
View Personal Info				
Read & download eCorrespondence				
View Immunizations				
View Health Care*				
View Servicemembers' Group Life Insurance (SGLI)*				

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eCorrespondence

Welcome to milConnect

Page ▾ Safety ▾ Tools ▾ ?

Powered by DMDC

Sign Out | About Us | Contact Us | Help |

You are logged in as a sponsor: John Smith

Home | My Profile ▾ | eCorrespondence ▾ | Health Care ▾ | Education ▾ | Help ▾

eCorrespondence

Welcome to the NEW eCorrespondence page. TRICARE Enrollment Cards and Age 21/23 Eligibility Change letters are now available online! Active Duty Service Members an National Guard or Reserve Service Members on Active Duty or Early Alert will automatically receive an email notification to their personnel email address in place of a mailed letter when this correspondence is available.

Future eCorrespondence enhancements include replacing additional mailed letters with e-mail notifications as well as expanding e-mail notifications to non-Active Duty populations and family members regarding benefits changes. Click on the help button for more information.

[TRICARE Dental Enrollment Card, Jane A. Smith \(current\)](#)

No additional correspondence available. Check the help...

If you have problems retrieving your electronic correspondence, please refer to the help section of this page. For any remaining issues, please send an email to eCorrespondence@osd.pentagon.mil.

Quick Links

- Transfer Education Benefits
- Update Address
- Update GAL Info
- Read eCorrespondence

- Beneficiary Web Enrollment
- eBenefits (VA Portal)
- Family Subsistence Supplemental Allowance (FSSA)
- Joint Qualification System (JQS)
- Manage DS Logon Account
- RAPIDS Site Locator
- TRICARE for Guard and Reserve (TRS)
- TRICARE Online
- Verification of Military Experience and Training (VMET)

Privacy Act Statement

EXTERNAL LINKS

Air Force
Army
Coast Guard
Marines
Navy

NOAA
Public Health Service
Army National Guard
Air Force National Guard

Department of Defense
Department of Reserve Affairs
Department of Veterans Affairs
DMDC

TRICARE.mil
TRICARE Online
TRICARE for Guard and Reserve (TRS)
AAFES

myPay
Military One Source
Social Security Administration
Wounded Warrior

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eCorrespondence

- **Phase I: eCorrespondence to Active Duty Populations**

- Completed December 2011
- Email notifications in place of mailed letters for Active Duty, Guard/Reserve on Active Duty or Early Alert for:
 - TRICARE Enrollment Cards,
 - Primary Care Manager Changes,
 - Age 21/23 eligibility change letters
- Email notification sent to personnel/work email address associated to the CAC certificate
 - Email Address can be changed via RAPIDS Self-Service, https://www.dmdc.osd.mil/self_service/ or upon obtaining new CAC for those Services where email address is not locked down
 - Service Members can opt-out and continue receiving mailed letters using milConnect,



eCorrespondence

- **Phase I continued...**

- Online Correspondence always available on milConnect
 - Regardless of having received email notification
 - Regardless of being a part of the Active Duty population (i.e. enrolled retirees, family members over 18 can see correspondence now)

- **Phase II: eCorrespondence Enhancements**

- Roll out additional email notifications to Active populations
 - TRS/TRR Information Letter – email notifications sent in place of mailed letters (Completed May 2012)
- Make additional correspondence available on milConnect



eCorrespondence

- **Phase II continued:**

- Improve processing for undeliverable emails
 - Currently mark email address as undeliverable so we mail the next time
 - Improvement to request new Enrollment Card or PCM change letter if email is undeliverable (August/ September 2012)
 - Already done for 21/23 eligibility change notifications (completed early 2012)
 - Refers to fatal errors, not temporary undeliverable such as mail box full (SMTP errors are tracked and recorded for each send)
- Make dependent enrollment cards available to Sponsors on milConnect (August 2012)
 - Refers to dependents under age 18
 - Dependents 18 and over are eligible for a DS logon and can retrieve their own correspondence



eCorrespondence

- **Phase III: Roll-out email notifications to non-AD populations and dependents (October 2012)**
 - Send to personal email addresses based on opt-in
 - Send email notifications to non-AD populations, dependents* *includes Retirees, Medal of Honor, Guard/Reserve not on AD/Early Alert, Res Rets, etc. and their enrolled family members 18 and over, AD family members
 - Allow Active Duty populations to chose personal email instead of personnel/work email, if preferred
 - Sending to personal email address requires explicit permission from individual (done via milConnect, My Profile)
- **Future Phases: More Email, Less Mail**
 - Review feasibility of replacing certain disenrollment CoCC letter types w/ email



eCorrespondence

- Sample Email Message *for Active population, will change slightly for non-AD, family members

From: TRICARE Primary Care Manager Change Notification
<TRICARE.Benefits.Notification@osd.pentagon.mil>

Sent: September 15, 2012

To: CAPT Smith

Subject: Important Information Regarding Your TRICARE Primary Care Manager

A recent change to your TRICARE Primary Care Manager (PCM) has been reported effective September 20, 2012. Details about your PCM are available to view online.

Please logon to the Defense Manpower Data Center (DMDC) milConnect portal with your CAC, DFAS Pin, or DS Logon using the following URL to view your PCM's contact information: <http://milconnect.dmdc.mil>. To access available PCM information, click on the "Medical/Dental/ Pharmacy" dropdown under the "Health Care" tab.

If you prefer not to receive email notifications, you must logon to milConnect at <http://milconnect.dmdc.mil>, choose the "My Profile" menu item to update your email notifications preference.

Note: Response emails are not monitored. For issues viewing your PCM, please send an email to eCorrespondence@osd.pentagon.mil.



Suggestions/ Questions



- Login today at <http://milconnect.dmdc.mil>!
- View us on YouTube by typing in “milConnect”
- Feedback link available on the site, or write to: milconnect@osd.pentagon.mil